GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

AH,DD&F Department - Jaganannaku chebudham (JKC) 1902 – Quality redressal of grievances - Standard Operating Procedure (SOP) for proper disposal of JKC grievances – Approval – Orders – Issued.

ANIMAL HUSBANDRY, DAIRY DEVELOPMENT & FISHERIES (OP) DEPARTMENT

G.O.Rt.No.227, **Dated: 07-08-2023.**

Read:

From the Director of Animal Husbandry, A.P., Vijayawada,
Lr.Roc.No.AHF02-STMT0PGRI/61/2023-RTI SEC-DAH,
Dt:24.07.2023.

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ORDER:

Government have launched the new outreach programme 'Jaganannaku Chebudam' (JKC) with a toll-free grievance redressal helpline number 1902 to get the people's grievances in a focused manner, and address them in a mission mode.

2. In the reference read above, the Director of Animal Husbandry, A.P., Vijayawada has submitted Standard Operating Procedure (SOP) for Quality redressal of JKC grievances and requested for approval.

3. Government after consideration, hereby approve the Standard Operating Procedure for Quality redressal of JKC grievances. The approved Standard Operating Procedure is appended as annexure to this order.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

GOPAL KRISHNA DWIVEDI
SPECIAL CHIEF SECRETARY TO GOVERNMENT(FAC)

To
The Director of Animal Husbandry, A.P., Vijayawada (w.e)
Copy to:
OSD to Hon'ble M(AHDDF).
P.S. to Spl.C.S. to Govt., AHDD&F Department.
The concerned Sections of the Department.
SC/SF (Computer No.2162654)

//FORWARDED::BY ORDER//

N. Sikali
SECTION OFFICER

(P.T.O)

(Annexure to G.O.Rt.No.227, AHDD&F (OP) Department, Dt: 07-08-2023)

Standard Operating Procedures (SOPs) for implementation of Jagannanaku Chebudham (JKC) Grievances Redressal System in Andhra Pradesh

Introduction:

Government of Andhra Pradesh have launched the new outreach programme 'Jaganannaku Chebudam' (JKC) with a toll-free grievance redressal helpline number 1902 to get the people's grievances in a focused manner, and address them in a mission mode.

Aim:

The aim is to instill confidence and support to the farmers by resolving their grievances within Service Level Agreement and to ensure quality redressal.

Objectives:

a) To provide immediate help to the farmers at village level through Animal Husbandry Assistants, who are ready to attend at farmer's doorstep 24x7.
b) To ensure quality in redressing the grievances, through proper follow up.
c) To instill confidence and support the farmers by resolving their grievances and provide technical know-how to increase production and enhance profit margins through timely supply of necessary inputs and market interventions.
d) To prevent the production losses from epidemics through timely vaccination and deworming.
e) To ensure that quality livestock products are available to the consumers.

Mandal level Persuasion and Monitoring Units (PMU) are established for effective implementation of JKC grievance redressal system on daily/weekly/monthly intervals. Veterinarian at Mandal Head Quarters will be a member of Mandal level Persuasion and Monitoring Units (PMU) and MPDO will function as head of the team.

Roles and Responsibilities of Persuasion and Monitoring Units (PMU)

The function of the Mandal / ULB level Audit team envisaged are,

1. Monitoring the redressal of grievances.
2. Monitoring of satisfaction of grievances redressal.
3. Identification of poor performing officers / offices and take immediate action.
4. To focus more on unresolved grievances.

SOP FOR GRIEVANCES ON VETERINARY SERVICES :-

- As soon as the farmer register the grievance, the first level grievance redressal authority (AVH, AD) will scrutiny for eligibility.
- If the farmers grievance is ineligible that will be rejected with intimation to the concerned with reasons.

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- If the farmer's grievance is eligible that will be accepted and forwarded for redressal.
- Grievance will be routed to VAS if the grievance is to be resolved at the level of VAS.
- The farmer will be intimated about the timelines and status of the grievance if the grievance is to be resolved by AVH, AD.
- Status updation will be done for those grievances which are to be resolved at District Collectorate under intimation to DAHO.
- Status updation will be done with reasons and possible time lines for unresolved grievances.
- The farmer can reopen the grievance if the action taken is not satisfactory.
- These grievances will be escalated for further action to 2nd and 3rd level authority (AVH. AD, Div. DD, DAHO, DAH).

TYPES OF GRIEVANCES:-

- Staff not delivering services properly
  - Enquiry conducted by AVH. AD / Div. DD.
  - Suitable action will be initiated on the staff if allegation is proved.
- Demanding money for payments,
  - Enquiry conducted by AVH. AD / Div. DD.
  - Suitable action will be initiated on the staff if allegation is proved.
- Insufficient medicines: Grievance has been registered and received
  - Enquiry conducted by AVH. AD / Div. DD.
  - Medicines will be supplied as per need by the Divisional Dy. Director.
- YSR Pasu Bhima
  - Enquiry conducted by AVH. AD.
  - Suitable action will be initiated for settlement of claim.

GOPAL KRISHNA DWIVEDI
SPECIAL CHIEF SECRETARY TO GOVERNMENT(FAC)